PRIVATIZATION PROJECT PLAN – DATA ENTRY FUNCTIONS
CRIMINAL JUSTICE INFORMATION CENTER
1/10/2000

I. INTRODUCTION

The effectiveness of today's criminal justice system requires access to quality information for all those involved, including law enforcement, prosecutors, the judiciary, corrections, and various state agencies. The day-to-day decisions made by the various stakeholders are dependent upon the accessibility, accuracy and timeliness of information maintained by the Criminal Justice Information Center (CJIC) of the Michigan Department of State Police (MSP). As a result, improvements in the quality and timeliness of available information will positively affect the criminal justice system. The timeliness of records is currently a concern due to the ever-increasing volume of information to be coded and entered. Currently, the Criminal Justice Information Center (CJIC) is committing a great deal of resources to correct these problems utilizing limited term employees and overtime. In order to meet the increasing volume and demand for information, we must look at alternatives to efficiently serve the citizens of Michigan.

Over the past year, the CJIC has completed an extensive investigation of the privatization of the data entry functions within MSP. This research has resulted in the conclusion that the outsourcing of some of the data entry functions can be a cost effective and efficient means of completing this work. Listed below are the criteria, which will be used to evaluate this process.

II. EVALUATION CRITERIA

The evaluation of the privatization of data entry within MSP will be based on three factors including cost, accuracy, and turnaround time. The data entry activities to be included in this process are pistol registrations, concealed weapons licenses, accident reports, crime reporting data entry, and MSP citations.

A. Cost

Preliminary analysis (Standard D) indicates that the cost savings meet the criteria of the civil service.

In order to compare the costs of outsourcing and of completing the work with classified service, an evaluation of costs will be completed annually using the civil service standards. If the savings meet or exceed the civil service standard, this project will be deemed successful on a cost basis.

B. Accuracy

The State contractor, Actiondata, Inc. (ADI), currently maintains a 99.5% accuracy rate.

The MSP will continually review and evaluate for errors. Error rates will be based on total characters in error divided by the total characters keyed defined as characters on the keyed record differing from characters on the source document. Acceptable error limits are defined as follows: Verified - .05% or less; Not Verified - .125% or less.

The error rate will be compiled statistically in an annual report to be submitted to the Director of MSP.

C. Turnaround time

Turnaround time will differ for each of the seven projects to be completed by the vendor. However, the MSP work statement will contain specific requirements for this factor. Turnaround time will also be specified by MSP on a batch control document by document type. The vendor is responsible for the pickup, delivery and safekeeping of all source documents for each project.

Turnaround time will be evaluated on an on-going basis and will be compiled in an annual report to the Director of MSP.